

BEFORE THE  
ILLINOIS COMMERCE COMMISSION

IN THE MATTER OF: )  
 )  
VEZA TELECOM, INC., )  
Application for a certificate )  
of interexchange authority to )  
operate as a reseller of )  
telecommunications services in ) No. 08-0370  
the entire State of Illinois )  
 )

Chicago, Illinois  
July 8, 2008

Met, pursuant to notice, at 11:00.

BEFORE :

MS. BONITA BENN, Administrative Law Judge

APPEARANCES :

LAW OFFICES OF THOMAS K. CROWE, P.C., by  
MR. CHENG YI LIU (via telephone)  
1250 24th Street, N.W. Suite 300  
Washington, D.C. 20037  
(202) 263-3640  
Appearing for Applicant.

SULLIVAN REPORTING COMPANY, by  
CARLA L. CAMILIERE, CSR  
License No. 084-003637

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I N D E X

<u>Witnesses:</u>	<u>Direct</u>	<u>Cross</u>	<u>Re-direct</u>	<u>Re-cross</u>	<u>By Examiner</u>
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Maria Alfieri

Direct Examination: 4, 11

Cross Examination: 9, 12, 16

E X H I B I T S

<u>Number</u>	<u>For Identification</u>	<u>In Evidence</u>
Exhibits A thru G		15

1 JUDGE BENN: Pursuant to the direction of the  
2 Illinois Commerce Commission, I now call Docket  
3 No. 08-0370.

4 This is Veza Telecom Incorporated,  
5 application for a certificate of interexchange  
6 authority to operate as a reseller of  
7 telecommunication services in the entire State of  
8 Illinois.

9 Counsel, can I have you enter your  
10 appearance, for the record please.

11 MR. LIU: Of course, your Honor. I'm the  
12 attorney for the Applicant, that's Veza Telecom Inc.,  
13 and my first name is Cheng-Yi, C-h-e-n-g, hyphen,  
14 Y-i. My last name is Liu, L-i-u.

15 My business address is 1250 24th  
16 Street, N.W., Suite 300. That's Washington, D.C.  
17 20037. And my business phone number is  
18 (202) 263-3640.

19 JUDGE BENN: Counsel, I note for the record that  
20 you filed on June 9, 2008 a motion to appear pro hac  
21 vice.

22 MR. LIU: Yes, your Honor.

1 JUDGE BENN: I will grant your motion and allow  
2 you to proceed.

3 MR. LIU: Thank you, your Honor.

4 JUDGE BENN: Do you have a witness today?

5 MR. LIU: Yes, today I have a witness today by  
6 the name of Maria Alfieri and to provide testimony in  
7 support of the application.

8 JUDGE BENN: Okay. You may proceed, Counsel.

9 (Witness sworn.)

10 MARIA ALFIERI,  
11 called as a witness herein, having been first duly  
12 sworn, was examined and testified as follows:

13 DIRECT EXAMINATION

14 BY

15 MR. LIU:

16 Q Maria, for the record, please state your  
17 name and spell it for the record please, title and  
18 business address.

19 A My name is Maria Alfieri. My first name is  
20 M-a-r-i-a. My last name is A-l-f-i-e-r-i. My title  
21 is president of Veza Telecom Inc. My business  
22 address is 110 Mansell Circle, Suite 107, Rosewell

1 Georgia 30075.

2 Q Could you please state your business  
3 telephone number?

4 A (770) 992-0009.

5 Q And, Maria, what state is Veza Telecom  
6 Incorporated?

7 A Delaware.

8 Q And is Veza Telecom authorized to do  
9 business in Illinois?

10 A Yes, the business -- the application for us  
11 to transact business in Illinois on April 30th of  
12 2008. We're waiting for permission of the PUC.

13 Q And are you familiar with the application  
14 and all the materials that were filed in this case?

15 A Yes.

16 Q Please describe for us the service that  
17 Veza Telecom is requesting authority to provide in  
18 Illinois?

19 A The company is requesting authority to  
20 resell One-plus interexchange long distance services  
21 to residential and business customers on a post-paid  
22 basis.

1           Q     Is that in all areas of Illinois?

2           A     Some business and plus state areas in  
3     Illinois.

4           Q     In all areas of Illinois?

5           A     Yes, in all areas.

6           Q     Okay. Thank you.

7                     Maria, can you also please describe  
8     your management experience for us.

9           A     I have a Bachelor's of Science degree in  
10    business administration and several years of business  
11    project experience.

12                    I'm also the founder and president of  
13    Veza Telecom. Before that, I also founded a  
14    consultant agency that I supervised financially and  
15    advisory and management business by bringing in  
16    development and marketing strategies to this company  
17    and helping with tax collection plan.

18                    As president of Veza Telecom, I  
19    secured all major corporate decisions and  
20    transactions, like I customize strategies, project  
21    negotiations, marketing. And, also, I'm also  
22    responsible for day-to-day management of the company.

1           Q     Thank you.

2                     Has the company's financial

3     circumstances adversely changed since the application

4     was filed?

5           A     No.

6           Q     Will Veza Telecom have its own facilities?

7           A     Yes.

8           Q     Will you repeat that? Will Veza Telecom

9     have its own facilities?

10          A     The company does not have the equipment or

11     the facilities. It's for resellers only.

12          Q     You're just a reseller only?

13          A     Yes.

14          Q     Thank you.

15                     Can you briefly describe the company's

16     internal process for resolving complaints?

17          A     Okay. If a customer has service or billing

18     issues, they can call the company at our toll free

19     No. (188) 314-8392 and speak with any of our

20     representatives that will make notation of the

21     billing or service issue and the customer account

22     number. A customer service representative, if they

1 can help the issue in a reasonable time, then the  
2 issue will be given to the representative supervisor.  
3 If the supervisor can't resolve the issue within 24  
4 hours, the issue will be given to the customer  
5 service managers. And our goal is to fix any kind of  
6 issue within 24 hours typically.

7 Q Thank you.

8 Now, is Veza Telecom requesting  
9 permission to keep its books outside of Illinois  
10 pursuant to Title 83 Section 250.40?

11 A Yes.

12 Q Where does Veza Telecom request permission  
13 to keep its books?

14 A As a main business address that I said  
15 earlier.

16 Q Does the company also agree to notify the  
17 Commission if there is any change in the location of  
18 where their books and records are kept?

19 A Yes.

20 Q Does the company request waiver of Part 710  
21 of Title 83 of the Illinois Administrative Code,  
22 which is the uniform system of accounts for



1 telecommunications carriers?

2 A Yes.

3 Q Does Veza Telecom request a waiver from

4 Part 735 of Title 83 of the Illinois Administrative

5 Code, which includes certain requirements applicable

6 to local exchange carriers?

7 A Yes, the company will only resell

8 interexchange service, so Part of 735 rules do not

9 apply.

10 Q Thank you, Maria.

11 MR. LIU: Your Honor, I have no further

12 questions of the witness at this time.

13 JUDGE BENN: All right. I will have a few

14 questions.

15 MR. LIU: Sure.

16 CROSS EXAMINATION

17 BY

18 JUDGE BENN:

19 Q Ms. Alfieri, am I correct in pronouncing

20 your name?

21 A Yes, your Honor.

22 Q Is it true that the corporation's

1     requesting authority to provide resale of  
2     interexchange services pursuant to Section 13-404 of  
3     the Public Utilities Act?

4             A     Yes, your Honor.

5             Q     Does Veza Telecom intend to provide local  
6     or interexchange services Pursuant to 13.403 or  
7     13.405 of the Public Utilities Act in the future?

8             A     Yes, your Honor.

9             JUDGE BENN: Counsel, just for clarity, are you  
10    intending to amend your application for the other  
11    types of interexchange or local authorities or are  
12    you going to proceed with application for resale of  
13    local or interexchange --

14            MR. LIU: Yes, it's only going to be for  
15    resale, your Honor.

16            JUDGE BENN: Okay.

17    BY JUDGE BENN:

18            Q     Will the corporate name on the application  
19    used today of Veza Telecom Incorporated be the same  
20    name on the certificate of authority?

21            A     Can you repeat that.

22            Q     Will you be using the same name Veza

1 Telecom Incorporated as the name used on the  
2 certificate of authority that will be issued by the  
3 Commission?

4 A Yes, your Honor.

5 Q Are there any assumed names or  
6 doing-business-as names for Veza Telecom  
7 Incorporated?

8 A No, your Honor.

9 Q Is the corporation aware of and intends to  
10 adhere to all state and federal laws pertaining to  
11 slamming and cramming consumers?

12 A Yes, your Honor.

13 Q Can you briefly describe your corporate  
14 procedures to protect your customers from slamming  
15 and cramming.

16 MR. LIU: Your Honor, may I clarify the  
17 question for the witness?

18 JUDGE BENN: Yes, you may.

19 FURTHER DIRECT EXAMINATION

20 BY

21 MR. LIU:

22 Q Maria, does Veza Telecom comply with all

1 FCC regulations for verification of customer orders?

2 A Yes.

3 Q Okay. And your company name and contact  
4 information appear on all bills for customers?

5 A Yes, we have verification.

6 MR. LIU: Does that satisfy your question, your  
7 Honor?

8 JUDGE BENN: Yes, sir.

9 MR. LIU: Okay.

10 CONTINUED CROSS-EXAMINATION

11 BY

12 JUDGE BENN:

13 Q I noted on your application that you hadn't  
14 chosen facility providers.

15 Do you have an estimated time frame  
16 for choosing facility providers at this time?

17 A Can you repeat that for me, your Honor,  
18 please.

19 Q I note in your answer on your application,  
20 which I'll tell you in a second, Question No. 26, you  
21 answered "no." You answered that the facility  
22 provided services. You have not chosen which

1 facility provider services you were going to use at  
2 the time.

3 It says, "Applicant has not yet  
4 chosen the carriers whose services  
5 it intends to resell. Applicant  
6 will notify the Commission when  
7 it selects underlying carriers."

8 My question is: Do you have an  
9 estimated time frame for which Veza Telecom will be  
10 selecting these providers?

11 A We actually already choose one. The name  
12 of the company is called Covista.

13 Q Covista?

14 A Yes, called Covista.

15 MR. LIU: And, your Honor, we will be happy to  
16 amend the application to reflect that, as well, if  
17 you would like.

18 JUDGE BENN: I will allow you to amend the  
19 application to reflect that you've chosen Covista as  
20 your facility provider.

21 Counsel, I note that you have several  
22 exhibits attached to the application, most notably in

1 Exhibit As, the list of contact persons for Veza  
2 Telecom Incorporated --

3 MR. LIU: Yes.

4 JUDGE BENN: -- is Exhibit B, which includes the  
5 Certificate of Incorporation in Delaware, as well as  
6 your authority to do business in the State of  
7 Illinois?

8 MR. LIU: Yes.

9 JUDGE BENN: I believe Exhibit C contains the  
10 resumes of the corporate offices?

11 MR. LIU: That's right.

12 JUDGE BENN: Exhibit D, which describes how  
13 Veza Telecom will bill for its services?

14 MR. LIU: Yes.

15 JUDGE BENN: Exhibit E will describes how Veza  
16 Telecom Incorporated will process its service and  
17 billing complaints?

18 MR. LIU: Yes, your Honor.

19 JUDGE BENN: Exhibit F which describes Veza  
20 Telecom's procedures for preventing slamming and  
21 cramming of its customers?

22 MR. LIU: Yes, your Honor.

1 JUDGE BENN: And Exhibit G, which appear to be  
2 financial, a business checking account?  
3 MR. LIU: That's correct, your Honor.  
4 JUDGE BENN: And a balance sheet for Veza  
5 Telecom.  
6 MR. LIU: Yes, your Honor.  
7 JUDGE BENN: My question is: Do you plan on  
8 including these exhibits as part of the record for  
9 the transcript today?  
10 MR. LIU: Yes, your Honor.  
11 JUDGE BENN: Are you moving to admit those  
12 exhibits into the record?  
13 MR. LIU: I would move to admit those into the  
14 record please.  
15 JUDGE BENN: I will grant your motion to include  
16 Exhibits A, B, C, D, E, F and G, as attached to the  
17 application, as part of the record today.  
18 MR. LIU: Thank you, your Honor.  
19 JUDGE BENN: You're welcome.  
20 (Whereupon, Applicant Exhibit  
21 Nos. A thru G were admitted  
22 into evidence.)

1 Do you have any questions for  
2 the witness, Counsel?

3 MR. LIU: No, I do not.

4 Just one matter, though, your Honor.

5 JUDGE BENN: Yes.

6 MR. LIU: In addition to amending the  
7 application to reflect Covista as the underlying  
8 carrier, we would also like to point out that for  
9 Question 9, the jurisdictions in which Applicant is  
10 offering service, Louisiana is not one of them, and  
11 we would also like to offer to amend the application  
12 to reflect that, as well.

13 JUDGE BENN: I will allow you to amend the  
14 application to also reflect the fact that Louisiana  
15 is not one of the jurisdictions in which Veza Telecom  
16 is doing business.

17 MR. LIU: Right. Not currently.

18 JUDGE BENN: Not currently. Okay.

19 CONTINUED CROSS-EXAMINATION

20 BY

21 JUDGE BENN:

22 Q Is Veza Telecom aware that it must file



1 tariffs prior to providing service in Illinois?

2 A Yes, your Honor.

3 JUDGE BENN: Okay. I have nothing further, and

4 Counsel, you do not have any other questions for

5 Ms. Alfieri, correct?

6 MR. LIU: That's correct, your Honor.

7 JUDGE BENN: At this point, I will mark the

8 record heard and taken, and I will recommend to the

9 Commission that the authority is granted accordingly

10 for resale of local and/or interexchange services,

11 and that will be pending the next bench date where

12 this proposed order will come before the Commission.

13 Is there anything else?

14 MR. LIU: No, that will be it, your Honor.

15 JUDGE BENN: Thank you.

16 Have a good day then.

17 THE WITNESS: Thank you, your Honor.

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19 HEARD AND TAKEN

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